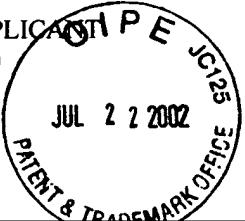


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* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
VV.	3,643,034	02/1972	Burns et al.			
	4,455,455	08/1996	Little			
	4,510,351	04/1985	Costello et al.			
	4,782,521	11/1988	Bartlett et al.			
	4,797,911	01/1989	Szlam et al.			
	4,829,563	10/1992	Bigus et al.			
	4,837,799	06/1989	Prohs et al.			
	4,881,261	11/1989	Oliphant et al.			
	4,894,857	01/1990	Crockett et al.			
	4,896,345	01/1990	Thorne			
	5,097,528	03/1992	Gursahaney et al.			
	5,099,510	03/1992	Blinken, Jr. et al.			
	5,101,425	03/1992	Darland et al.			
	5,113,380	05/1992	Levine			
VV.	5,155,763	10/1992	Bigus et al.			

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VV.	0340665	11/1989	Europe				
W.	0535270	04/1993	Europe				
VV.	0647050	04/1995	Europe				
VV.	97/16911	05/1997	PCT				
VV.	2,041,882	05/1991	Canada				

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VV.	Foard, C.F., "Teaming Switches and Computers for Customer Applications", AT&T Technology, Vol. 6, No. 4, January 1, 1991, pp. 32-38, XP000291998
VV.	"CentreVu™ Solutions Management Tools for Enhancing Call Center Performance", Lucent Technologies, 1997
VV.	Kanzow et al., "Dienste und Netze Fuer Die Mulitmedia-Kommunikation"; IT + IT Informationstechnik und Technische Informatik; Vol. 36, No. 4/05, pages 92-95, XP000468540
VV.	<i>Engineering and Operations in the Bell System</i> , Bell Telephone Laboratories, Copyright 1977, pp. 503-504

EXAMINER	VV. ✓	DATE CONSIDERED	5-26-04
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V.V.	5,164,983	11/1992	Brown et al.			
	5,214,688	05/1993	Szlam et al.			
	5,226,120	07/1993	Brown et al.			
	5,247,569	09/1993	Cave			
	5,270,919	12/1993	Blake et al.			
	5,289,368	02/1994	Jordan et al.			
	5,309,504	05/1994	Morganstein			
	5,309,505	04/1994	Szlam et al.			
	5,393,964	02/1995	Hamilton et al.			
	5,444,774	08/1994	Friedes			
	5,457,738	10/1995	Sylvan			
	5,463,731	10/1995	Diec et al.			
	5,465,286	11/1995	Clare et al.			
	5,467,391	11/1995	Donaghue, Jr. et al.			
	5,483,586	01/1996	Sussman			
	5,491,797	02/1996	Thompson et al.			
↓	5,499,291	03/1996	Kepley			

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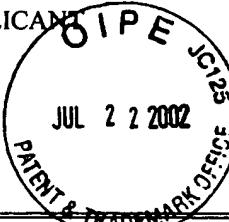
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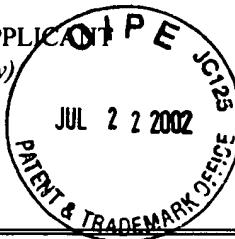
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VJ.	5,884,032	03/1999	Bateman et al.			
	5,915,012	11/2000	Miloslavsky			
	5,926,538	07/1999	Deryugin et al.			
	5,933,492	08/1999	Turovski			
	5,946,375	08/1999	Pattison et al.			
	5,946,386	08/1999	Rogers et al.			
	5,948,632	09/1995	Iyob et al.			
	5,970,134	10/1999	Highland et al.			
	5,991,390	11/1999	Booton			
	5,999,965	12/1999	Kelly			
	6,032,184	02/2000	Cogger et al.			
	6,055,308	04/2000	Miloslavsky et al.			
	6,058,163	05/2000	Pattison et al.			
	6,115,040	09/2000	Bladow et al.			
	6,134,318	10/2000	O'Neil			
	6,137,862	10/2000	Atkinson et al.			
	6,141,412	10/2000	Smith et al.			

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